

**LOUISIANA
DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT
SPECIFICATION**

JANITORIAL SERVICES

District 62 Headquarters, 685 N. Morrison Blvd, Hammond, LA 70403

SCOPE OF WORK:

The Contractor shall provide janitorial services for the Department of Transportation and Development located at 685 N. Morrison Blvd, Hammond, LA 70403. The janitorial services will consist of commercial office space, lobbies, bathrooms, conference rooms, common areas, and kitchen for a total cleaning area of 8,520 square feet. Services shall be provided in accordance with the schedule of services and specifications provided herein on Wednesday of each week at 4:30 PM. The Contractor shall be responsible for all supervision, staffing of the location with three (3) employees, training, materials, equipment and supplies.

REQUIREMENTS:

Staffing

The Contractor shall provide a minimum of **three (3) employees** to perform the weekly cleaning service in order to maintain optimum conditions of cleanliness as specified. One (1) of the three (3) employees must be a Supervisor or Lead Worker. If the level of cleanliness is substandard as determined by the Department, the Contractor will be required to increase the number of man-hours or take other measures necessary to meet the requirements of these specifications at no additional cost to the Department.

Onsite Supervision

A Supervisor or Lead Worker must be onsite during all janitorial services performed by the staff of the Contractor. The term "Supervisor/Lead Worker" will be referred to as the Supervisor and means the person designated by the Contractor who has full authority to act on behalf of the Contractor on a day-to-day basis at the worksite to direct janitorial staff and address any problems or special requests by the Department. Supervision shall not be considered a responsibility of the Department.

The Contractor will designate a Point of Contact (POC) above the Supervisor or Lead worker authority that will be the Department POC contact to address issues with conduct, arrival, departure, unsafe, or substandard cleaning.

Issues that are not resolved by the Contractor will be reported to the Department of Transportation and Development's Procurement Office through an official complaint. See the NON-PERFORMANCE section of this specification for further details.

Scheduling, Arrival and Departure

The Contractor's employees shall arrive on site at 4:30 PM every Wednesday ready to work. Upon arrival, employees must sign-in at the guard house located on facility grounds. The guard will let the cleaning staff in the building to begin work. All employee bags / packages or other items brought into, or out of the facility are be subject to search. The Supervisor will be required to complete and initial the cleaning checklist located in the janitorial closet of the Administration building. The Department POC or their designee, as

applicable, will inform the onsite Supervisor of any noted issues/deficiencies from the prior weeks' work at this time.

The Department will be responsible for making sure all offices and common areas are open for cleaning prior to 4:30 pm each Wednesday. In the event an office is locked, the Contractor may skip over that office but will report the locked office on the janitorial checklist. If requested by the Department POC, the Contractor shall change work locations or adjust the sequence of work performed to cause the least possible interference with essential Department functions.

Inspections

The Department POC or their designee will examine the Contractor's work on a periodic basis. All inspections by the Department will be made in such a manner as not to unduly delay the work or time of departure from the facility. Deficiencies must be corrected prior to departure that day or before the end of services on the following shift, whichever is noted by the Department inspector.

Employee Conduct

All Contractor personnel are expected to work in a manner that will maintain the security and best interests of the Department. The Department reserves the right to require the Contractor to dismiss any employee deemed incompetent, careless, insubordinate or otherwise objectionable or any person whose actions are deemed to be contrary to public interests or inconsistent with the best interest of the Department. The Contractor agrees that employees will conduct themselves in a careful and prudent manner and will not permit the facility placed at his disposal to be used for purposes other than those specified herein.

The Contractor shall not allow any person less than 18 years of age or any person that is not on the Contractor's payroll into or on the grounds of the facility at any time. The Contractor will be responsible for compliance with all Department policies, security measures, and vehicle regulations and will be directly responsible for any and all damages to Department buildings and/or their contents caused by Contractor employees.

Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his employees as may be necessary. The Contractor is also responsible for ensuring employees do not disturb papers on desks, open desk drawers, or cabinets, or use Department computers, fax machines, telephones, copy machines, including any and all State owned property, materials, or supplies except as authorized.

Training and Experience

Contractor's personnel shall be trained, and experienced cleaning personnel that exhibit the ability to perform the services with minimum supervision. The Contractor should have in place training and development programs to ensure personnel are properly trained to perform the scheduled cleaning and sanitization tasks. This should include at a minimum blood borne pathogens education, safety training, safe use, handling and disposal of all products, chemicals and application devices, and customer service.

The Contractor shall meet with the Department POC and/or their designee at a mutually agreed upon date and time prior to the start of the Contract to review the requirements of the specification, including the weekly checklists, storage location(s) and a tour of each location to be serviced.

COMMUNICATION AND CONTACT INFORMATION:

The Contractor must supply the Department POC with a phone number that is monitored and/or has voicemail and a valid email address. Responses to messages/emails are expected by the next business day.

The Department Point of Contact (POC) is Seth DeArmas and may be reached at 985-375-0102 or seth.dearmas@LA.GOV.

The Contractor shall provide the Department POC with a list of employees assigned to their facility, including any relief employees that may be onsite to replace a previously assigned employee. List should be provided prior to beginning service and resubmitted if changes occur.

DOCUMENTATION:

Weekly Checklists

The Department will provide a checklist to be completed each week for each location of service. The supervisor will initial the checklist once each item has been completed. The Department POC will review the checklist weekly and collect the checklist monthly, and issue a new checklist for the next month.

Safety Data Sheets (SDS) / Material Safety Data Sheets (MSDS) Sheets

The Contractor shall furnish the Department with all Safety Data Sheets (SDS) or Material Safety Data Sheets (MSDS) applicable to the products and chemicals furnished by the Contractor for the performance of the specified services.

NON-PERFORMANCE:

The District will submit to the Department of Transportation and Development's Procurement Office written documentation of non-performance issues and any attempts made by District or Contractor to resolve the performance issue(s). The DOTD Procurement Office will notify the Contractor of the reported performance issue(s) as submitted. The Contractor will be given an allotted amount of time to respond in writing to the DOTD Procurement Office, detailing how and when the Contractor intends to resolve the deficiency. The Contractor's failure to respond to the deficiencies in performance, or failure to satisfactorily respond within the required number of days specified in each notice, will constitute grounds for placing Contractor in default.

Repeated incidents of unsatisfactory cleaning performance, failure to supply the required documentation, shortage of hours, or failure to comply with other terms of the contract will constitute grounds for placing the Contractor in default and could, at the State's discretion, result in contract termination.

SUPPLIES, EQUIPMENT AND STORAGE:

The Contractor shall furnish all supplies, materials and equipment necessary for the performance of the stated services unless otherwise specified herein. The type and quantity is to be in congruence to the job(s) to be performed.

Storage Location(s)

A janitorial closet will be provided for inventory of supplies and equipment that will be used in the performance of the janitorial services. Although a designated storage area will be provided for the storage

of the Contractor's equipment, materials, and supplies, the Department nor the State of Louisiana shall be responsible or liable for the damage, loss or theft of such equipment, materials, or supplies.

All products and chemicals used to provide services shall not fade or damage flooring, furniture, or equipment. The Contractor shall use Mannington recommended products for cleaning and polishing the LVT flooring, or as directed by the Department POC. All cleaning products must be used in accordance with the safety methods set forth on the SDS or MSDS. All products, chemicals, and application devices must be used, stored, and disposed of, and/or cleaned in accordance with the methods set forth on the SDS or MSDS, and as governed by Local, State or Federal laws.

Cleaning Equipment

The Contractor will be responsible for providing all equipment and supplies necessary to perform the required janitorial services as specified. Equipment supplied by the Contract must be of the size and type customarily used in work of this kind. No equipment shall be used which is harmful to the facility, its contents or occupants. All equipment must be in good working condition at all times. The Contractor will be responsible for all maintenance and repair costs necessary to keep their equipment in proper working condition, and for any cost necessary to repair damage to the equipment due to misuse, abuse, or neglect by his employees. Should any machine become unserviceable, the Contractor shall furnish, at his expense, the equipment necessary to comply with the provisions of the specifications.

The following is a list of equipment and materials to be provided by the Contractor and is not to be considered an exhaustive list; the responsibility of providing all necessary equipment and supplies is that of the Contractor:

- **Wet/Dry Vacuum**
- **Floor Scrub Machine**
- **Buffing Machine**
- **Indoor/Outdoor Brooms**
- **Dustpans**
- **Dust Mops**
- **Wet Mops**
- **Mop Buckets**
- **Mop Bucket Ringers**
- **Wet Floor/Caution Signs**
- **Mobile Trash Cans for Collection**
- **High Cleaning Equipment**
- **Dusters**
- **Toilet Brushes**
- **Window Cleaning Tools**
- **Cleaning Rags/Wipes**
- **Floor Pad**

Cleaning and Sanitizing Chemicals

The Contractor shall supply all the common and item specific cleaning and sanitizing chemicals, along with all the associated tools and equipment necessary to use the chemicals to perform the required janitorial services as specified. All chemical containers must be properly labeled and maintained in accordance with the most recent OSHA guidelines and regulations. Chemicals selected for use must be used as directed by the manufacturer on the label. The Contractor, nor his employees, shall use a chemical for any other purpose than its intended use according to the labeled instructions.

The Contractor shall not use any material or chemical that the Department has determined to be unsuitable or harmful to the surfaces to which it is to be applied or the employees where it will be used. The Department reserves the right to reject any chemical and require the Contractor to provide an alternative product at no additional cost to the Department. The Contractor will be responsible to ensure that their employees have the proper personal protective equipment (PPE) required to complete each assigned task.

The following is a list of cleaning and sanitizing supplies to be provided by the Contractor and is not to be considered an exhaustive list; the responsibility of providing all necessary equipment and supplies is that of the Contractor:

- **Cleaners**
 - Glass/Window
 - Bathroom
 - Toilet Bowl
 - Multi-Purpose
 - Tile
 - Wood
 - Porcelain
 - Stainless Steel
 - Upholstery
- **Floor Care**
 - Finish
 - Sealer
 - Polish
- **Polish**
 - Brass
 - Metal
 - Furniture
 - Vinyl Polish
 - Wood Polish
- **Disinfectant**
- **Gum Remover**
- **Dust Mop Treatment**

Services Excluded from Contract

The Contractor will not be responsible for the following services:

- **Vacuuming Logo Rugs at Each Entrance**
- **Refilling Hand Sanitizer Dispensers or Air Fresheners**

The Department to Provide the Following

- **Trash Can Liners**
- **Collection Dumpster for Trash**
- **Water for Cleaning**
- **Janitorial Closet for Storage (6.5'x7.5') with Utility Sink**
- **Liquid Soap, Paper Towels, and Toilet Paper to Refill Restroom Dispensers**
- **Urinal Mats and Urinal Screens**

All restroom supplies will be stocked in each restroom by DOTD personnel, the contractor will be responsible for refilling the soap, toilet paper, and paper towel dispensers, and changing out the urinal mats and screens each week.

LOCATIONS OF SERVICE:

The following is a list of the buildings and approximate square footage to be serviced by the Contractor.

- **District 62 Headquarters Facility**
 - Administration Building – Approx. 7,300 SQ FT Total Cleaning Area
 - Offices & Conference Rooms
 - Kitchens
 - Restrooms
 - Common Areas

- Design & Lab Building – Approx. 1,350 SQ FT Total Cleaning Area
 - Training Room
 - Restrooms
 - Common Area
 - Conference Room

SCHEDULE OF SERVICES:

Weekly Service Requirement

- I. Offices, Lobbies, Entrances, Kitchen, Conference Rooms, and Common Areas
 - a. Empty all trash cans by removing the trash can liner and replacing it with a new trash bag. Wipe clean all wastebaskets as needed.
 - i. **QUALITY CONTROL STANDARD:** Trash bags are removed and replaced with clean bags. Trash and used trash bags are disposed of in the outside designated dumpster. Trash can to be free of stains and stained litter.
 - b. Sweep and/or dust mop, and wet mop all floor surfaces with a mild cleaner/disinfectant/deodorizer that will not damage or fade floor surface per manufacturers recommendation. Stubborn areas and scuffs may need extra effort to remove.
 - i. **QUALITY CONTROL STANDARD:** Corners shall be dirt, cobweb, and lint free. Door jams and baseboards free of dirt and mop stain build-up. All debris, paper, lint, dust, and dirt removed.
 - c. Sweep the exterior areas leading up to the entry doors of each facility.
 - i. **QUALITY CONTROL STANDARD:** Free of lint, dust, dirt, paper, and debris.
 - d. Wipe and clean all entrance door glass, inside and out, and window panels adjacent to entrance doors. Wipe clean all entrance door frames and ledges.
 - i. **QUALITY CONTROL STANDARD:** Glass must be clean and free of water spots, streaks, and dust.
 - e. Wipe down and disinfect all door knobs/handles/push bars, and spot clean wall for smudges and hand prints.
 - i. **QUALITY CONTROL STANDARD:** Door knobs/handles/push bars are sanitized and smudge free.
 - f. Wipe clean and sanitize: sinks, countertops, table tops, chairs and the exterior of appliance only. **DO NOT CLEAN** any dishes nor the interior of any cabinets or appliances.
 - i. **QUALITY CONTROL STANDARD:** Sinks, countertops, table tops, chairs and appliance exteriors are sanitized and free from dirt, grease, stains and food particles.
 - g. Wipe clean cabinet doors and drawer fronts and the kitchen walls as necessary to remove food, grease, stains.
 - i. **QUALITY CONTROL STANDARD:** Cabinet doors, drawer and wall must be free of dirt, stains, and food particles.
- II. Restrooms
 - a. Refill soap, paper towel, and toilet paper dispensers in each restroom, and change out the urinal mats and screens in the men's restroom.
 - b. Wash, clean, sanitize and disinfect all toilets, toilet seats and urinals
 - i. **QUALITY CONTROL STANDARD:** Toilets and urinals are to be free of water build-up, stains, dust, dirt and spots. Flush valves are clean and polished. Toilet seats when lifted up are to be free of spots and stains.
 - c. Spot clean restroom walls, partitions, doors, wall fixtures, and dispensers, cabinet and counter surfaces.

- i. **QUALITY CONTROL STANDARD:** Walls, partitions and doors are free of writing, dust and stains. Ceiling, walls and corners must be free of cobwebs.
- d. Wipe clean and sanitize sinks, faucets, and other plumbing fixtures or items.
 - i. **QUALITY CONTROL STANDARD:** All sinks, faucets and pipes under the sinks must be clean and free of water build-up, body oils, dirt, dust, cobwebs, hair, etc.
- e. Clean restroom mirrors
 - i. **QUALITY CONTROL STANDARD:** Mirrors and ledges must be clean and free of water spots, streaks and dust.
- f. Empty all trashcans by removing the trash can liner and replacing it with a new trash bag. Wipe clean all wastebaskets/cans as needed.
 - i. **QUALITY CONTROL STANDARD:** Trash bags are removed and replaced with clean bags. Trash and used trash bags are disposed of in the outside designated area. Trash can to be free of stains and stained litter.
- g. Sweep and wet mop restroom floors with a mild cleaner/disinfectant/deodorizer that will not damage or fade floor surfaces as per manufacturer's recommendation.
 - i. **QUALITY CONTROL STANDARD:** Floors, especially corners, must be free of debris, paper, dirt, stains, cobwebs, and mop stains/streaks. Baseboards and panel bases must be clear of dirt build-up and stains. Drains are to be free of debris and hair.
- III. Tidy the custodial/janitorial storage closet(s).
 - a. **QUALITY CONTROL STANDARD:** Materials and chemicals are neatly put away and organized. Chemicals are properly stored. No spills, stains or dirt.
- IV. Report any defects or issues found during the cleaning process to the Department POC or his designee. Defects may include burned out light bulbs, broken windows, water leaks, etc.
- V. Turn in completed checklist to the Department POC or his designee.

Monthly Service Requirements – Performed the First Wednesday of Each Month

- I. Clean all wall and ceiling air return vents and registers.
- II. Dust all baseboards and window blinds.
- III. Wipe down, clean and polish all conference room furniture and administrator's office furniture.
- IV. Wipe down and disinfect all horizontal surfaces to include keyboards, phones, and exposed desk surfaces.

Semi-Annual Service Requirements – Scheduled by the Department Point of Contact

- I. Machine scrub the floor to remove any deep stain, and then machine buff or polish LVT flooring per Mannington Flooring recommendation to remove scuffs in hallways, common areas, conference rooms, and kitchen.
 - a. Large immobile furniture will remain in place. Smaller movable furniture such as chairs, tables, etc. must be moved before scrubbing, buffing, or polishing.
 - b. Machine scrubber used for this service should be functional for the task to be performed. The Department reserves the right to request a different type of machine scrubber if there is concern regarding the effectiveness of the vendor's selected machine.
- II. Clean the interior window glass for each window.

NOTE: Contractor shall schedule all semi-annual services at least thirty (30) days prior to carrying out the services with the Department POC to ensure the most optimal date and time of service is secured.